

This listing of claims will replace all prior versions,
and listings, of claims in the application:

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1 Claim 1 (currently amended): A method of providing
2 customer service to a user of the Internet, the method
3 comprising the steps of:
4 receiving a message, originating from a
5 computer located at a user premise, over the Internet
6 representing a request for a call from a customer service
7 representative, said message including a telephone number
8 corresponding to said user and a telephone number
9 corresponding to at least one customer service
10 representative; and
11 operating, in response to said received
12 message, calling equipment to establish a call between
13 said user and a customer service representative.

1 Claim 2 (currently amended): The method of claim 1,
2 wherein said telephone number corresponding to at least
3 one customer service representative is one of a telephone
4 number of a customer service center and a telephone
5 number of a customer agent ~~further comprising the step~~
6 ~~of:~~
7 ~~— assigning a customer service representative to~~
8 ~~respond to said received message; and~~
9 ~~— transmitting a first telephone number~~
10 ~~associated with said user and a second telephone number~~
11 ~~associated with the assigned customer service~~
12 ~~representative to said calling equipment.~~

1 Claim 3 (currently amended): The method of claim 2,
2 further comprising, prior to said step of receiving a
3 message:

4 operating said computer located at a user premise to
5 obtain said telephone number corresponding to at least
6 one customer service representative from a Web page
7 ~~wherein the message from said user includes a telephone~~
8 ~~number which can be used to call the user.~~

1 Claim 4 (currently amended): The method of claim 2 3,
2 wherein the message from said user further includes
3 desired contact time information.

1 Claim 5 (original): The method of claim 4, wherein the
2 message from said user further includes web page
3 information.

1 Claim 6 (original): The method of claim 3, wherein the
2 message from said user further includes a business
3 identifier.

1 Claim 7 (original): The method of claim 6, wherein the
2 message from said user further includes customer service
3 representative information.

1 Claim 8 (original): The method of claim 1, wherein said
2 conference equipment includes an intelligent peripheral
3 device, and

4 wherein said step of operating calling
5 equipment includes:

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6 operating the intelligent peripheral
7 device to initiate a first call to said user
8 using the first telephone number;
9 operating the intelligent peripheral
10 device to initiate a second call to said
11 customer service representative using the
12 second telephone number; and
13 operating the intelligent peripheral
14 device to bridge the first and second calls.

1 Claim 9 (original): The method of claim 1,
2 wherein said calling equipment is a telephone
3 switch, and
4 wherein said step of operating calling
5 equipment includes:
6 operating the telephone switch to initiate a
7 first call to said user using the first telephone number;
8 operating the telephone switch to initiate a
9 second call to said customer service representative using
10 the second telephone number; and
11 operating the telephone switch to bridge the
12 first and second calls.

1 Claim 10 (original): The method of claim 1, further
2 comprising the steps of:
3 assigning, in response to the received message,
4 one of a plurality of customer service representatives to
5 service said user; and

6 sending information associated with said user
7 to a computer system associated with the assigned
8 customer service representative.

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1 Claim 11 (original): The method of claim 10, wherein
2 sending information associated with said user includes:
3 transmitting said information over the Internet
4 to the computer system associated with the assigned
5 customer service representative.

1 Claim 12 (original): The method of claim 10, wherein
2 sending information associated with said user includes:
3 transmitting said information over a local area
4 network to the computer system associated with the
5 assigned customer service representative.

1 Claim 13 (original): The method of claim 10, further
2 comprising the step of:
3 receiving sales information from the customer
4 service representative.

1 Claim 14 (original): The method of claim 13, wherein the
2 computer associated with the customer service
3 representative is located at the customer service
4 representative's residence.

1 Claim 15 (original): The method of claim 13, further
2 comprising the step of:
3 supplying, over the Internet, to a computer
4 system associated with said user a web page including a

5 button which can be activated to initiate the
6 transmission of a call request message over the Internet.

1 Claim 16 (currently amended): A method of using a
2 computer coupled to the Internet, the method comprising:

A 3 operating the computer to retrieve from the
4 Internet a web page including a button which can be
5 activated by a user of the computer to request a call
6 from a customer service representative;

7 operating the computer to display said web page
8 to said user;

9 operating the computer to detect activation of
10 said button by the user; and

11 in response to activation of said button,

12 i. generating a call request message, said
13 call request message including a first
14 telephone number corresponding to said user and
15 a second telephone number corresponding to at
16 least one customer service representative; and

17 ii. transmitting the call request message
18 over the Internet.

1 Claim 17 (currently amended): The method of claim 16,
2 wherein the step of transmitting the call
3 request message is performed as a function of an address
4 information obtained from said web page, ~~and~~

5 ~~wherein generating a call request message~~
6 ~~includes incorporating into the call request message, a~~
7 ~~telephone number associated with said user.~~

1 Claim 18 (original): The method of claim 17, wherein
2 generating a call request message further includes:
3 incorporating into the call request message,
4 web page information obtained from the web page and
5 desired contact time information.

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1 Claim 19 (original): The method of claim 18, wherein
2 generating a call request message further includes:
3 incorporating into the call request message
4 customer service representative information.

1 Claim 20 (original): The method of claim 19, wherein the
2 customer service representative information includes a
3 customer service telephone number.

1 Claim 21 (currently amended): A method of operating
2 telephone equipment, the method comprising the steps of:
3 receiving from a computer system located at a
4 customer premise, a message transmitted using TCP/IP
5 including call set-up information, the set-up information
6 including a telephone number of a customer and a
7 telephone number of a customer service representative,
8 operating the telephone equipment to establish
9 a first call with the customer;
10 operating the telephone equipment to establish
11 a second call with the customer service representative;
12 and
13 bridging the first and second calls.

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1 Claim 22 (original): The method of claim 21, wherein the
2 first call is established prior to the second call, the
3 method further comprising the step of:
4 playing the customer a message while
5 establishing the second call.

1 Claims 23-29 (canceled)
